

Appendix G

The National Recreation Reservation Service

The following information is from the NRRS website (www.ReserveUSA.com) You are encouraged to visit this website for additional information.

About the NRRS™

About Us

The NRRS (National Recreation Reservation Service) is a one-stop reservation service for the the USDA Forest Service, Army Corps of Engineers, National Park Service, Bureau of Land Management and Bureau of Reclamation outdoor recreation facilities and activities.

With over 45,000 reservable facilities at over 1,700 locations, the NRRS is the largest outdoor recreation reservation service in the country. Whether your heading North to Alaska's Tongrass National Forest, South to Florida's Lake Okeechobee, East to North Carolina's Blue Ridge Parkway, or West to California's Los Padres National Forest, you can reserve your place under the stars with the NRRS.

The website (www.ReserveUSA.com) offers convenient, round-the-clock access to the Online Reservation System. You will be able to search by state or facility name and also check availability as one of the many functions available. Or, if you prefer, you can call the NRRS reservation center by dialing 1-877-444-6777 (toll free), to speak with one of our knowledgeable agents. The NRRS can also be contacted through TDD 1-877-833-6777 and International (518) 885-3639.

Hours of Operation

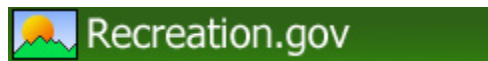
- April 1 through Labor Day:
8:00 a.m. until midnight EST Mon-Fri
8:00 a.m. - 9:00 p.m. EST Sat-Sun
- Day after Labor Day through March 31:
10:00 a.m. until 7:00 p.m. EST Mon-Fri
10:00 a.m. - 5:00 p.m. EST Sat-Sun

Making a Reservation

- When calling to make a reservation, you will be asked to provide the following information:
Campground name (or state)
- Arrival and departure dates
- Type of site required (tent, RV, cabin, lookout, etc.)
- The number of people in your party
- Method of payment (certified check or credit card - Visa, MasterCard, Amex, Discover card)

We are constantly adding new facilities, updating availability and information to the reservation system, so be sure to come back and visit this website often. Thank you for visiting and we hope you have a very enjoyable camping experience.

If you would like more information about participating NRRS agencies, or to visit the one-stop resource for information about recreation on federal lands, please follow one of the links below.



NRRS™ Reservation Policies

The National Recreation Reservation Service™ (NRRS™) is your one-stop reservation resource for the recreation facilities and activities offered by the US Army Corps of Engineers, National Park Service, Bureau of Land Management, Bureau of Reclamation and USDA Forest Service.

Making a Reservation

You can reserve the following types of facilities through the NRRS™:

Individual Campsites (reserve up to 240 days in advance)

Group Facilities (reserve up to 360 days in advance)

Policies

Reserved campsites will be held until checkout time on the day following your scheduled arrival. Group overnight facilities will be held until checkout time on the day following your scheduled arrival date. Group day use facilities are held until check-in time on your scheduled arrival date.

Method of Payment

ReserveUSA.com accepts several methods of payment to accommodate your needs, including: VISA, Master Card, Discover/Novus and American Express. Please see the below table for additional methods of paying for NRRS™ reservations or contact customer service at 1-877-444-6777.

Method of Payment	Sales Channels	
	Call Center	Internet
Bankcard	Yes	Yes
Certified Checks Bank Checks Money Orders	Yes*	No
Personal Checks Travelers Checks	No	No
Cash	No	No
Foreign Currency	No	No
* Reservations paid by certified check or money order must be made at least 20 days in advance of the arrival date. This type of payment will not be accepted if the arrival date is less than 20 days.		

ReserveUSA.com Billing Information: Your monthly statement will contain a reservation billing under the name "reservusa 1-888-448-1474, Ballston, New York", not the National Recreation Reservation Service or ReserveAmerica. Please make note of this. If you have questions, please call the toll free number listed above.

Changes and Cancellations: A \$10.00 service fee will apply if you change or cancel your reservation.

Late Cancellations:

- **Individual Campsites:** If you cancel an individual campsite reservation within three days of your scheduled arrival date, you will be charged the \$10.00 service fee and forfeit the first night use fee.
- **Cabins:** If you cancel a cabin reservation within 14 days of your scheduled arrival date, you will be charged the \$10.00 service fee and forfeit the first night's recreation use fee. No-shows, Early Departures, or Cancellations after the scheduled arrival date, are not entitled to a refund. Cancellations for single night use for Alaska cabins will not be assessed a service fee.
- **Group Facility:** If you cancel a group facility reservation within 14 days of your scheduled arrival date you will be charged the \$10.00 service fee and forfeit the first night's use fee or the total day use fee.

No-shows: If you do not arrive at the campground or group facility and do not cancel the reservation by the times listed above, you will be assessed a \$20.00 service fee and forfeit the first night use fee or the total day use fee.

Refunds: Refunds must be requested no later than 30 days after your scheduled departure date.

- **Reservation Fee:** If a reservation fee is charged, it is NON-REFUNDABLE.
- **Service Fee:** This fee will be deducted from the amount of the refund you receive.
- **Bankcard Purchases:** Refunds for bankcard payments will be issued as a credit to your bankcard.
- **Check or Cash Purchases:** Refunds for NRRS™ payments made by check or money order, and cash payments at selected campgrounds will be issued a check refund. A refund will be processed within 30 days of receipt and approval.

Emergency Closures: In the event of an emergency closure, the NRRS™ will attempt to notify users and offer alternate dates and sites. If this is not possible, all fees paid will be refunded.

Golden Age or Golden Access Passports: If you have either of these Passports, they provide you with a fifty-percent discount on the recreation use fee for individual campsites. This discount does not apply to fees for Alaska cabins or group facilities.

- **Making Reservations:** Customers that have one of these Passports are required to provide the Passport number at the time the reservation is made to receive the discount. If the customer makes more than one reservation for the same location and date(s), the discount will only apply to the site the Passport holder occupies.
- **Upon Arrival:** Customers using one of these Passports are required to present the Passport and one form of identification to confirm the discount. If you do not provide proper documentation, you must pay the full recreation use fee prior to using the facility.

Changes to the Policies and Procedures: The NRRS™ reserves the right when necessary to modify reservation policies. Current reservation policies are available on the Internet at: www.reserveusa.com/policies/ and at NRRS™ participating field locations.